

**Below are steps to install, configure and test the H-541, H-551 headsets and the P-500 Audio Converter.** (For brevity, “P-500” will be referenced in these instructions, though the same steps apply for the P-500, H-541 and H-551).

These steps were written for **Windows XP**. If you have another operating system, please refer to the website for documentation that refers to your version of Windows. Please read through these steps carefully and completely before you make any adjustments to the PC. At the end of the process, if you can record your voice in Sound Recorder, the USB Microphone is correctly installed and configured. If you cannot hear any playback from Sound Recorder, please contact Telex Computer Audio Technical Support for assistance by one of the following methods:

- 1) Complete a help request form on our website:  
<http://www.computeraudio.telex.com/support/index.html>
- 2) Email to [computeraudio@telex.com](mailto:computeraudio@telex.com)
- 3) Call 800-328-3771 x2

The H-541, H-551 and the P-500 install the same way. Three device drivers will be loaded, the USB Composite Device and the Telex USB Audio Converter, and the USB Audio Device. The drivers for the USB Composite and USB Audio Devices are found in the Windows XP operating system. The drivers for the Telex USB Audio Converter are found on the Telex CD.

## **1. Installation**

- a. Close down any program you may have running on your computer.
- b. Plug the P-500 into an USB port on the computer, not a hub or a keyboard. A powered USB hub might work after the installation is complete, but the P-500 should be connected directly to the PC during the installation. The Found New Hardware Wizard should detect the Telex USB Audio Converter, then find and load the USB Composite Device first.
- c. After the Composite Device is loaded, it will then detect the Telex USB Audio Device. After the computer detects the USB Audio Device, it will install the drivers for it.
- d. The Found New Hardware will now detect the USB i2c device. When installing the USB i2c device, a window will appear that will prompt you to install the software automatically or install from a specific location. Insert the Telex CD and choose the option to install automatically.
- e. **You will encounter an error message saying the software for the USB I2C device has not passed the Windows Logo testing to verify the**

**compatibility for Win XP.** Choose the option to Stop the installation. In the next window, click Finish to complete the installation.

- f. **NOTE:** The error message received is a false error message. The P-500 will function normally even with the error message. In the Device Properties of the Telex USB Audio Converter, you will see the Device Status displaying a Code 28 error "The drivers for this device have not been installed." If you would like to remove the exclamation point from the Telex USB Audio Converter in the Device Manager, we have drivers you can download from the Support Page of our website. Again, your device will function normally without these drivers.

To verify that installation has been completed, open the Device Manager. To open Device Manager, Click on **Start, Control Panel**. In the Control Panel, double click on the **System** icon. In the System Properties, click on the **Hardware** tab the click the **Device Manager** button, make sure *View Devices by Type* is selected.

Open the category, *Universal Serial Bus Controllers*, you should see the **USB Composite Device**. You should also see a **Telex USB Audio Converter** with an exclamation point next to it (refer to step 1F). Open the *Sound Video and Game Controllers* and you should see the **USB Audio Device**.

If those three items are in the appropriate categories, you have the P-500 installed. If you do not see either of the devices, please contact Telex Computer Audio Technical Support for assistance.

**Note: DO NOT delete anything from the Device Manager—doing so can severely impair the functioning of the computer.**

## 2. Configuration

- a. In the **Control Panel**, double Click on the *Sounds and Audio Devices* icon. In Sounds and Audio Devices Properties, click on the **Audio** Tab.
  - b. In the Sound Playback Section, there is a window for a **Default Device**. Select **Telex USB Audio Converter** as your Default Device.
  - c. Under the Default Device, there is a **Volume** button. Press the volume button. This will bring up a three or four volume control sliders. Set the volumes to at least half. You may want to adjust the volume higher or lower depending on your application. After adjusting the volumes, close the volume control sliders.

- d. In the Sound Recording Section, there is a window for a **Default Device**. Select **Telex USB Audio Converter** as your Default Device.
- e. Under the Default Device, there is a **Volume** button. Press the volume button. This will bring up a volume control slider. Set the volume to at least half. You may want to adjust the volume higher or lower depending on your application. After adjusting the volume, close the volume control slider.
- f. Ensure that there is a check in the box titled **Use only default devices**. Click **OK** on the bottom of Sounds and Audio Devices and then close the Control Panel.

### **3. Testing the microphone**

- a. Open Windows Sound Recorder. To open Sound Recorder, click on **Start, Run**, in the **Open:** window type in **SNDREC32**, click **OK**
- b. Click on **File**, then **Properties**. In the Properties window, click on **Convert Now**. This will bring up the Sound Selection Window.
- c. Change the **Name** Box to read **CD Quality** from the drop down list. Press **OK** to close the Sound Selection Window. Press the **OK** button on the bottom of the Properties window and that will bring you back to the Sound Recorder.
- d. Press the red record button and, speaking directly into the microphone, count to 10. The green line inside the black box will generally move and thicken slightly as you count. Press the stop button. Press the rewind button and then play. **If you hear your voice, then the P-500 is installed correctly.**

**If you did not hear your voice**, please contact Telex Computer Audio Technical Support for assistance.

### **Frequently Asked Questions**

**It recorded in Sound Recorder great the first time but not the second, why?**  
When you close out of Sound Recorder and reopen it, Sound Recorder will revert back to Radio Quality. Reset to CD Quality and make a new recording.

**Do I need to change to CD Quality to use other programs?**

CD Quality is for the Sound Recorder program. You do not need to open Sound Recorder, change to CD Quality and then open your other program. Keep in mind the program you are using may have special settings you need to adjust.

**Why do I get an Echo feedback when using Telephony programs?**

The echo is caused by the output of your speakers becoming an input to your microphone. If your microphone is too close to your speakers or is in a direct path of the output of your speakers you can get the Echo loop. To correct this, move the microphone away from your speakers, change the direction your speakers are facing, or turn down the volume of the microphone. Sometimes you will need to do all three items to correct the problem.

**Can I use the P-500 in a hub?**

Telex will not guarantee our products performance through third party hardware. For best results, you should plug the microphone into an USB port on the computer.